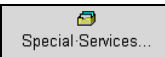


Qwest Language Interpretation Services

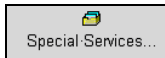

For VESTA Meridian

If a resident of Massachusetts calls 9-1-1 and does not speak English, an instant connection can be made by the call center by using the QWEST Language Interpretive Service provided by the Statewide Emergency Telecom Board. With the caller on the line, the Call Taker will create a conference call with Qwest, following steps below.

Conference Call from a 9-1-1 Line

1. Advise caller **"Please Hold"** in the appropriate language using your reference card
(If language is known)
2. Click once on **Special Services**  from the Auto Dial window, and select **QWEST Client ID: XXXX** from the available list.
3. Once highlighted, double-click OR click **Dial**.
Caller will hear momentary silence, then the connection process.
4. When the QWEST Operator answers, all three lines are connected (conference made).
5. Provide QWEST with your PSAPs **Client ID** number (from VESTA screen).
6. Provide **language** (if known) or tell the operator you are unsure of the language needed.
Operator will connect you with Interpreter in language needed or a general Interpreter to determine language.
7. Record the Interpreter ID Number when it is given to you.
8. Begin to ask questions as though you were speaking directly to the caller. Make brief statements or questions and wait for translation.
Telecommunicator must remain on line (Conference).
9. Keep the Caller on the line until responding agencies arrive to continue translation, if needed.
10. Once call is complete and interpreter and caller have disconnected, click **Release**.

Conference Call from an Emergency/Admin Line (2WAY)

1. Advise caller **"Please Hold"** in the appropriate language using your reference card
(If language is known)
2. Click once on **Special Services**  from the Auto Dial window, and select **QWEST Client ID: XXXX** from the available list.
3. Once highlighted, double-click OR click **Dial**. *In Calls (2WAY line) or DN line will turn yellow (on hold). Caller will hear momentary silence.*
4. When the QWEST Operator answers, click once on the Transfer button  to connect all three lines (conference made). *(Call will be taken off hold)*
5. Provide QWEST with your PSAPs **Client ID** number (from VESTA screen).
6. Provide **language** (if known) or tell the operator you are unsure of the language needed.
Operator will connect you with Interpreter in language needed or a general Interpreter to determine language.
7. Record the Interpreter ID Number when it is given to you.
8. Begin to ask questions as though you were speaking directly to the caller. Make brief statements or questions and wait for translation.
Telecommunicator must remain on line (Conference).
9. Keep the Caller on the line until responding agencies arrive to continue translation, if needed.
10. Once call is complete and interpreter and caller have disconnected, click **Release**.

Step 1

In Calls

Step 2



Step 3

**BEGIN
 CONFERENCE
 CALL**

Step 4 PROVIDE PSAP CLIENT ID & LANGUAGE

Step 5 RECORD INTERPRETER ID

Step 6 BEGIN SPEAKING WITH CALLER

Step 1

In Calls

(2WAY/ADMIN line)

DN 3106

Step 2



Step 3

*Line yellow
 (on hold)*



Step 4

**BEGIN
 CONFERENCE
 CALL**

Step 5 PROVIDE PSAP CLIENT ID & LANGUAGE

Step 6 RECORD INTERPRETER ID

Step 7 BEGIN SPEAKING WITH CALLER